

**From:** Freedom of Information Office  
**To:** Steve Zhang  
**Subject:** City of Vancouver - FOI Request: Our File No. 2019-108 - ack  
**Date:** Friday, February 15, 2019 2:51:45 PM

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February 15, 2019

Dear Steve:

This will acknowledge your request of February 15, 2019 under the ***Freedom of Information and Protection of Privacy Act*** for:

**Reports made to 311 concerning possible home businesses suspected of operating without a license and providing services and/or products illegally, from July 1, 2018 to February 15, 2019.**

Under the Act we have thirty (30) business days to respond to freedom of information requests. The City received your request on February 15, 2019 so we are required to respond by April 1, 2019.

If you have any questions, please direct them to [foi@vancouver.ca](mailto:foi@vancouver.ca).

Yours truly,

**Peachy Magdato**

FOI/RIM Clerk

Access to Information | City of Vancouver

**From:** Freedom of Information Office  
**To:** Steve Zhang  
**Subject:** FOI Request: Our File No. 2019-108 - cla  
**Date:** Wednesday, February 27, 2019 2:39:25 PM  
**Attachments:** 2019-108cla.pdf

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February 27, 2019

Dear Steve:

Attached is a letter regarding your above-noted FOI request.

Yours truly,

**Annie Goodwyne**

FOI Clerk/Research Assistant

Access to Information & Privacy, City of Vancouver

**From:** Steve Zhang  
**To:** "Freedom of Information Office"  
**Subject:** RE: FOI Request: Our File No. 2019-108 - cla  
**Date:** Thursday, March 7, 2019 4:51:00 PM

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Dear Annie,

Thanks so much for your email! Apologies for not responding sooner, but the past two weeks or so have been really hectic with other deadlines.

I've read the letter and understand my request could use some reworking. Unfortunately, I'm fairly new to the FOI/ATI process, and I must admit I'm not too clear on what I can do to make it easier for you guys to locate the documents I have in mind. Do you have any recommendations on how I can narrow the request down a bit?

Thanks so much for your time!

Warm regards,  
Steve Zhang

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**From:** Freedom of Information Office [mailto:FreedomofInformation.Office@vancouver.ca]  
**Sent:** Wednesday, February 27, 2019 2:39 PM  
**To:** Steve Zhang <SteveZhang3@cmail.carleton.ca>  
**Subject:** FOI Request: Our File No. 2019-108 - cla

February 27, 2019

Dear Steve:

Attached is a letter regarding your above-noted FOI request.

Yours truly,

**Annie Goodwyne**  
FOI Clerk/Research Assistant  
Access to Information & Privacy, City of Vancouver

**From:** Freedom of Information Office  
**To:** Steve Zhang  
**Cc:** Freedom of Information Office  
**Subject:** RE: FOI Request: Our File No. 2019-108 - cla  
**Date:** Friday, March 8, 2019 12:41:04 PM

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Steve, thank you for the voice message – the clarification that we are recommending is to provide us with addresses which I have a feeling you do not have. What we can do is I can request 311 to do a search for all Property Use cases for that time period which will come in the form of an excel sheet. We can then filter it to only show all complaints regarding Businesses both Home Based and Commercial (unfortunately we can't split this up) and then you can sort through the data. Would that work?

Cheers,  
Cobi

**Cobi Falconer MAS, MLIS, CIPP/C**

FOI Case Manager

City Hall, 3<sup>rd</sup> floor, Access to Information, City Clerks Department

P: 604.871.6584 | E: [Cobi.Falconer@vancouver.ca](mailto:Cobi.Falconer@vancouver.ca)

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**From:** Steve Zhang [mailto:[SteveZhang3@gmail.com](mailto:SteveZhang3@gmail.com)]  
**Sent:** Thursday, March 07, 2019 1:52 PM  
**To:** Freedom of Information Office  
**Subject:** RE: FOI Request: Our File No. 2019-108 - cla

Dear Annie,

Thanks so much for your email! Apologies for not responding sooner, but the past two weeks or so have been really hectic with other deadlines.

I've read the letter and understand my request could use some reworking. Unfortunately, I'm fairly new to the FOI/ATI process, and I must admit I'm not too clear on what I can do to make it easier for you guys to locate the documents I have in mind. Do you have any recommendations on how I can narrow the request down a bit?

Thanks so much for your time!

**From:** Steve Zhang  
**To:** "Freedom of Information Office"  
**Cc:** "Cobi.Falconer@vancouver.ca"  
**Subject:** RE: FOI Request: Our File No. 2019-108 - cla  
**Date:** Friday, March 8, 2019 5:33:00 PM

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Hi Cobi,

Thanks so much for getting back to me!

Yes, that would work just fine! Please let me know if there are any other clarifications you need from me.

And thanks again!

Steve

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**From:** Freedom of Information Office [mailto:FreedomofInformation.Office@vancouver.ca]  
**Sent:** Friday, March 8, 2019 12:41 PM  
**To:** Steve Zhang <SteveZhang3@cmail.carleton.ca>  
**Cc:** Freedom of Information Office <FreedomofInformation.Office@vancouver.ca>  
**Subject:** RE: FOI Request: Our File No. 2019-108 - cla

Steve, thank you for the voice message – the clarification that we are recommending is to provide us with addresses which I have a feeling you do not have. What we can do is I can request 311 to do a search for all Property Use cases for that time period which will come in the form of an excel sheet. We can then filter it to only show all complaints regarding Businesses both Home Based and Commercial (unfortunately we can't split this up) and then you can sort through the data. Would that work?

Cheers,  
Cobi

**Cobi Falconer MAS, MLIS, CIPP/C**

FOI Case Manager

City Hall, 3<sup>rd</sup> floor, Access to Information, City Clerks Department

P: 604.871.6584 | E: [Cobi.Falconer@vancouver.ca](mailto:Cobi.Falconer@vancouver.ca)

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**From:** Freedom of Information Office  
**To:** Steve Zhang  
**Subject:** City of Vancouver - FOI Request: Our File No. 2019-108 - ack 2  
**Date:** Monday, March 11, 2019 6:46:27 PM

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March 11, 2019

Dear Steve:

This will acknowledge your request of February 15, 2019, which was revised on March 8, 2019, under the ***Freedom of Information and Protection of Privacy Act*** for:

**Records of calls made to 311 regarding Property Use cases (only showing complaints regarding Home Based and Commercial businesses) from July 1, 2018 to February 15, 2019 on an excel sheet.**

Under the Act we have thirty (30) business days to respond to freedom of information requests. The City received your revised request on March 8, 2019 so we are required to respond by April 10, 2019.

If you have any questions, please direct them to [foi@vancouver.ca](mailto:foi@vancouver.ca).

Yours truly,

**Peachy Magdato**

FOI/RIM Clerk

Access to Information | City of Vancouver